NIH Help Desk Customer Satisfaction Report
For the Period 1/1/2006 to 3/31/2006
Tickets by Category Summary, Sources, Tickets Closed and Unresolved.   Snapshot Date: 5/1/2006
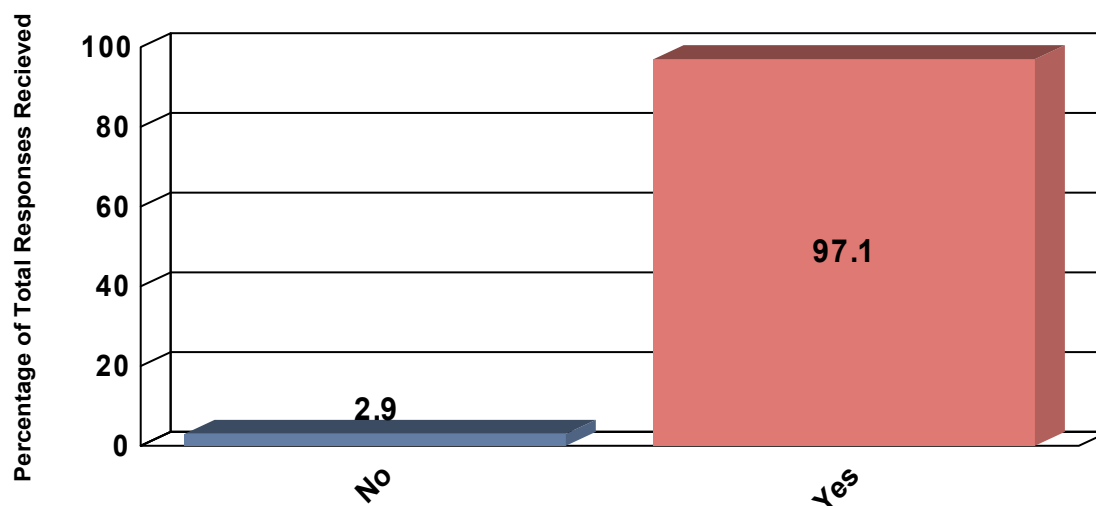
Number of Surveys Sent During Period: 17,551
**Number of Surveys Returned: 916**
Rate of Return: 5.20 %

## Were the Consultant(s) Courteous?

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST2025643	Did not make ther request....
ST1921700	This should be N/A. i never made this request. i have no idea what this order is concerning. this is the second time that i r

Did the Consultant(s) Understand the Problem/Request?
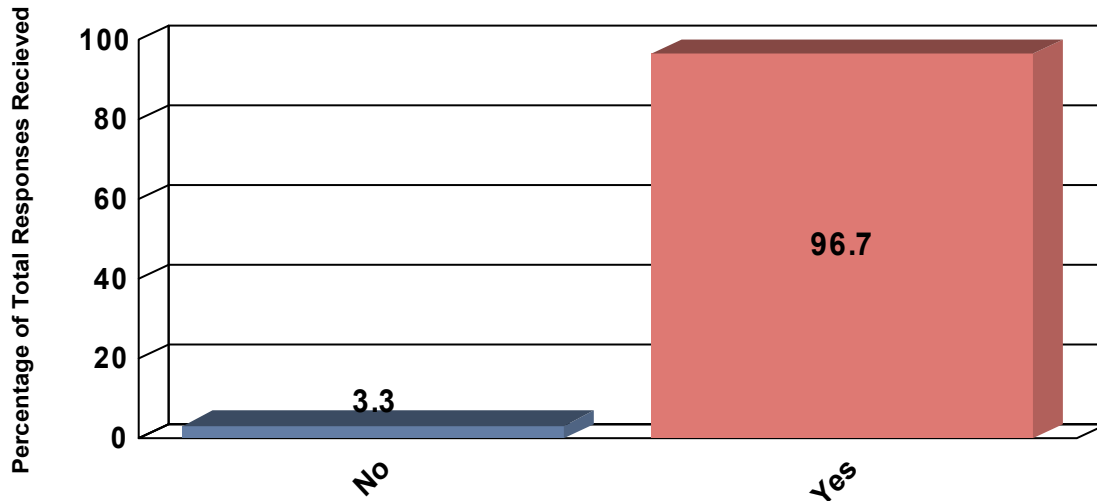
Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1994566	discussed in previous survey.
ST1913758	The GMail address was removed, but with the removal of the address from the GAL, the automatic forward to it was also removed. I
ST1991472	I am locked out of the Administrative Database, not the IntraMall system.
ST2003430	He didn't understand what was going on. I support production webservers and needed more info tha was in the email. We have had
ST1902799	The consultant did not understand what I needed and rather than admitting that she did not understand, she tried to shift the bl
ST1911274	The consultant said it was a password problem when I had people on my end verify that it wasn't a password problem.
ST1911336	The consultant did not seem to understand the problem and continued to suggest solutions that I had already tried on several occ
ST1890409	MS Outlook failed to send an email reply message, giving only a cryptic message that the operation failed. I tried bringing mai
ST1983379	I was talking about a non-federal computer located at a business - I thought this might be a secuirty problem - she did not thin

Was the Problem /Request Resolved in a Timely Manner?

Percentage of Total Responses Recieved

100	
80	
60	
40	
20	
0	

2.0

98.0

No

Yes
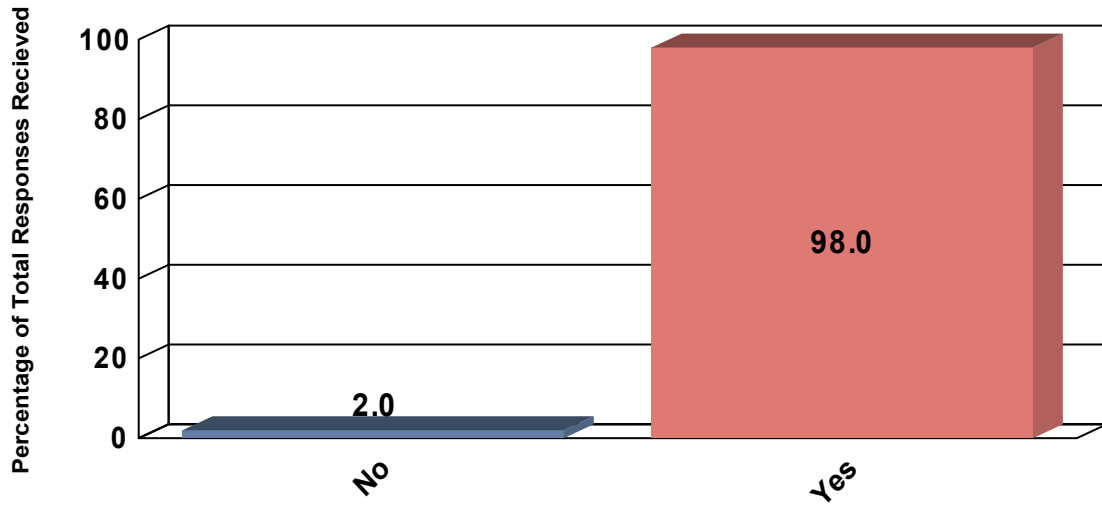
Service Ticket Number

Given the Nature of the Problem/Request, What Would You Expect to be an Accepatble Amount of Time for This Specific Issue?

ST2016891	Less than 1 business day
	The request was put in on March 9th, 2006 and I recieved no contact or anything else regarding the request.
ST1890409	Other (Specify)
	As the problem was never properly diagnosed, I don't know how long it might reasonably take.
ST1913758	No Answer
ST1984231	No Answer
ST1979181	No Answer
ST1921700	No Answer
ST1894258	No Answer
ST2025643	No Answer
ST1983379	No Answer
	I dont think it was resolved to my satisfaction - however, after a few minutes, I was not getting any where, I stopped
ST1902799	Other (Specify)
	She had me on hold for quite a long time as she "checked into the issue"
ST1911336	Less than 1 hour
ST2000965	No Answer
ST1994566	Less than 1 hour
	discussed in previous survey.
ST1953293	No Answer
ST2003430	No Answer
ST1897311	No Answer

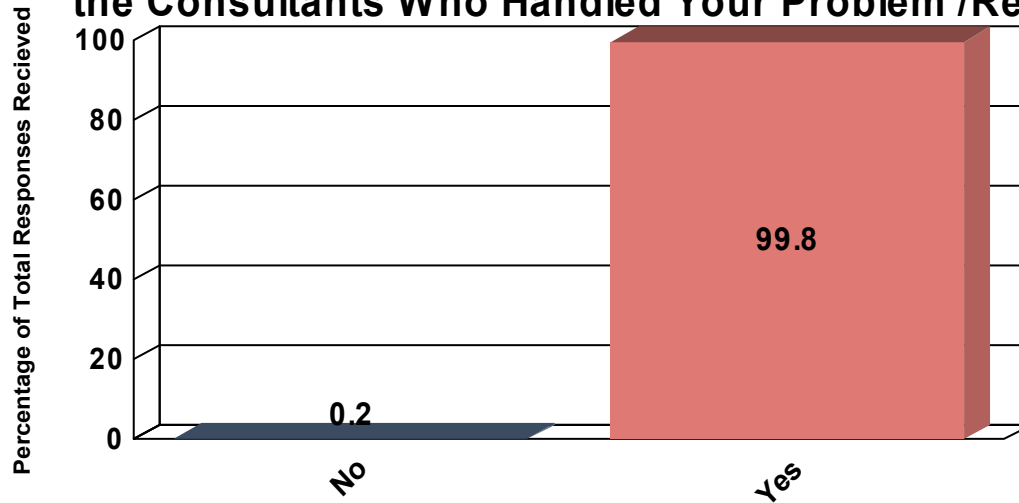| ST1991472 | Immediately < 15 minutes |
	Should have advised me to call ADB support directly; not kept me on hold while he called them - then tell me to send a fax.
ST1911274	Less than 1 business day
	The amount of time is not an issue. It's understanding the problem

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem /Request?

Service Ticket Number	Which Consultant(s) Was Not Effective?
ST2025643	No Answer
ST1921700	No Answer

Was the Problem /Request Resolved to Your Satisfaction?

Percentage of Total Responses Recieved

100

80

60

40

20

0

5.3

94.7

No

Yes
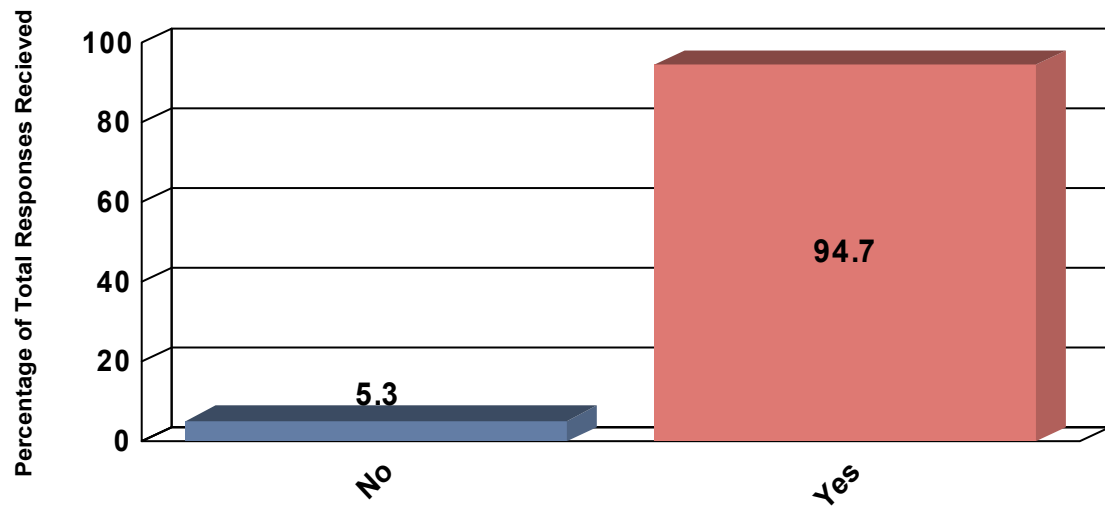
Service Ticket Number   Would You Like to Reopen Your Service Ticket?

ST1913510	No
ST1895515	No
ST1980132	No
ST1928323	No
ST1984457	No
ST2016891	No
	Because without secure email I have to go through other individuals for emails regarding appt schedules and if this person is no
ST1890409	No
	I've already spent too long on what I expect is just another one of those MS glitches -- would be nice to know what it was, but
ST1916515	No
ST1881920	No
ST1949344	No
ST1921537	No
ST1983379	No
	Maybe I'm making more of this than is necessary - but I think it is a problem 301 435-7633
ST1976632	Yes
	by phone 410-550-2888
ST1896334	No
ST1948859	No
ST1856452	No
ST1912204	No

ST1911336	No
	No method...I'll try other avenues.
ST1902799	No
	I fixed the problem myself while on hold.
ST1903291	No
ST1931513	No
ST1917593	No
	I they are not willing or able, why waste everyone's time?
ST2025643	No
ST1927088	No
ST1889511	No
ST1933180	No
	No one showed up to take a look at the problem. In the meantime, the issue resolved on it's own. I closed the ticket because it
ST1907187	No
ST1977381	No
ST1955255	No
ST2008667	No
ST1984093	No
ST1889532	No
ST1931061	No
ST1959689	No

ST2003430	No
ST1902747	No
	I was never able to log on! He said, just keep trying and we did with 4 different computers and none worked.
ST1893928	No
	A new ticket must have been opened because Umair came up and completed what I didn't know I actually started. Thanks Umair.
ST1987965	No
ST1994566	No
ST1888505	No
ST1894258	No
ST1979181	No
ST1921700	No
ST1982278	No
	I am not sure that this problem can be solved, so i have to find other solutions.some problems can not be resolved but the custo
ST1997103	No
	I called t-mobile and problem was solved by them.
ST1911274	No
ST1906381	No
ST1991472	No
ST1955429	No
	I talked with my AO Waquita Smith and she corrected my email address.

How Would You Rate Your Overall Customer Experience?

Percentage of Total Responses Recieved

- Completely Dissatisfied: 1.2
- Somewhat Dissatisfied: 2.1
- Satisfied: 6.4
- Very Satisfied: 13.2
- Excellent: 77.1
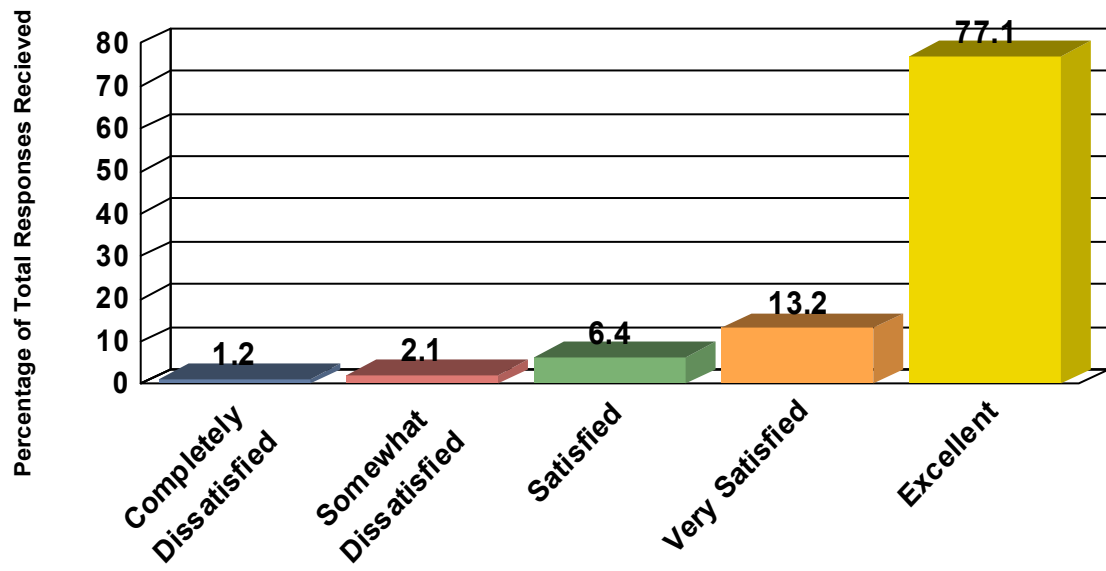
Service Ticket Number	Comments/Suggestions
ST1891797	She was VERY helpful!
ST1895917	the technican was quite courteous and patient
ST1908202	Both gentlemen that contacted me today were very pleasant and got my issues resolved in a very timely manner.
ST1908441	Hello, Although the representative was no so familiar w/ my needs, he did what he had to do to get the answer. It was done very quickly -- big plus. However, it's odd that in your survey, "Was the problem/request resolved to your satisfaction?" was a
ST1912736	MY QUESTION WAS ANSWERED WITH GREAT DISPATCH AND I am thuroughly pleased.
ST1913531	perfect
ST1916903	keep up the good work! great support !
ST1920779	Initial notification was not requested since Brightmail had been installed on a previous ticket, causing a question, which was adequately answered. Thanks.
ST1927551	good job!
ST1931539	Thank you! Jeff went above and beyond what was required and I am extremely grateful!
ST1935569	Excellent help as usual.
ST1937623	Todd was very knowledgeable, helpful and courteous as he walked me through the process of accessing MicroSoft Outlook files via remote apps. Thanks again! Sincerely, Dianne Gray
ST1939194	Thanks Umair, didn't know there had been a power surge. Restarting worked.
ST1939388	Manjula has always been very receptive and timely in meeting my IT needs. She is wonderful
ST1946368	I waited three weeks to have my phone hooked up, and then only one line was hooked up when I needed two. I don't think that is the Help Desk's fault. But the problem is that fixing it falls to you guys, and in the process of trying to get my secondary lin

ST1946766	none
ST1948432	As usual, great service to find the source of and solution to the problem. The Help Desk is an amazing resource! Everyone is terrific.
ST1959593	Darrell was very nice and extremely helpful. It was a pleasure to work with him in resolving my password problem.
ST1959826	Alex was extremely fast, understanding, knowledgable, polite, effective. Appreciated. Val
ST1962655	The problem was resolved but only after I called the assistance number on the ADB keyword e-mail because when I tried to change my password it wouldn't work. The consultant had to change the password for me.
ST1962975	I truly received outstanding support, and i am very appreciative! :)
ST1967176	None
ST1973808	Thanks for the help. It is most appreciated on this end.
ST1978236	Thanks very much.
ST1980450	well done.
ST1987526	CIT is doing an excellent job. I am always satisfied with their prompt response. Thanks.
ST1988286	Dan Gange was incredible. I was very anxious about doing this VPN set up and have been home sick. He walked me through some difficult hurdles and set it up for me. I couldn't have asked for a better guide or expert assistance on this. I wish I cou
ST2001505	VERY IMPRESSED WITH THE RESPONSE TIME.
ST2002709	The help desk number could be displayed on the desktop.
ST2004082	Thank you.
ST2009271	The assistnce I received was excellent. Whomever helped me, was able to overcome my high-tech ignorance.

ST2009624	The NED staff was very helpful in allowing a NIDDK staff member in Phoenix, AZ the ability to pick up his Campus ID Badge when he next comes to the NIH Campus. He cannot come anytime soon he said, but he appreciates the fact that his new ID Badge is bein
ST2012084	quick, knowledgeable and courteous
ST2016394	It has taken more than 2 months to get connected to VPN when I got a new DSL line but the CIT staff have been uniformly knowledgeable and helpful, especially Dan Grange.
ST1898658	just a comment on question 1. i never spoke to anyone, it was all done via computer.
ST1904662	She was terrific! Give her a raise!
ST1907252	The consultant was very nice and helpful.
ST1914959	Your representative was very knowledgeable in her field and very very patient. Thank you. B. A. Washington
ST1914968	always polite and efficient and knowledgeable
ST1917234	Thank you.
ST1917868	No, in fact, I was very impressed by the service that I received. Keep up the good work!
ST1920791	Mike was most patient, courteous, and encouraging and and guided me through the process until I understood and could do it on my own next time. Give him a raise!
ST1932648	I don't remember the lady's name but she was extremely helpful and professional. Thank you!
ST1934653	Much appreciated!
ST1936464	This was increadibly easy. Thanks for the help.
ST1937305	I don't know if the service can be improved on that I got, but I have had that problem for about 6 months and after all the requests that I had made prior, I got no help at all. The problem that I had was solved in about 10 minutes time and I am very ha

ST1944948	John was patient and quite knowledgeable - he was perfect !!!
ST1953240	The consultant who helped me was nothing short of WONDERFUL! She was patient and very efficient. Thanks
ST1957210	none
ST1968637	We very much appreciated that the consulant took the time to clarify the procedue and to provide accurate guidance so that the outcome was what we wanted.
ST1970906	I am delighted by the outstanding assistance I receive. I never feel that a question is too silly to ask or that I will not be assisted. You guys are terrific. Thanks!
ST1973598	James was extremely helpful and knowledgeable. I have never had better, more courteous, more helpful service. He is quite a star and should be considered one of your best!!
ST1976386	just keep up the great work support.
ST1991918	I am assuming my survey responses refer to Mukesh who has been facilitating my computer use for the past week. No room for improvement. His talent is noteworthy and his personality is well suited to customer assistance and satisfaction. Thanks.
ST1996422	I enjoyed my class.
ST2006959	I must admit I don't always fill out the customer survey after each Help desk response. I am extremely satisified with the service that help desk provides, they are always courteous, efficient, and helpful. Thank you!
ST2010922	Cathy was extremely helpful in all steps along the way to have this resolved.
ST2015901	It helps to have patient and courteous listeners like Lawrence to help us find workable solutions. Thank you.
ST2018425	Randy Francini is always helpful, courteous and prompt at resolving issues! :-)
ST1897709	excellent, fast response.. well satisfied
ST1898136	no comments.
ST1908468	Compliments to your staff who helped me set up my new Blackberry!

ST1909987	The technician was great, he guided me through the system with ease. He was very confident and knowledgeable during the process.
ST1910244	Joe Gannon is fabulous, as usual
ST1917059	good work
ST1918296	Keep up the great work -- excellent service!!!
ST1922713	Please continue to keep the Help Desk staff informed, so they can continue to provide excellent service. Thank you.
ST1924551	you guys are still the best, thank you
ST1930443	Mike Schreiner and Harry Andre have been so solution oriented in helping me work through this issue. Their responses and followup this week were great.
ST1932769	Thank you for your immediately effective support!
ST1943280	Chris Escobar handled my request, providing EXCELLENT feedback and suggestions; he also got back to me extremely quickly. He saved me a lot of time checking out headset models and compatibility, for which I'm quite grateful. Top notch customer service!
ST1948034	I appreciated her courteous and patient approach with me. The answer was quite simple and I was not made to feel like a computer illiterate!
ST1948595	The staff member was enormously helpful and patient. He walked me through the process and checked the outcome to be certain the process/instructions worked.
ST1954704	No, but it was great that the help desk was open Saturday and I was grateful the technician could help me get on line.
ST1970468	Great help!!!
ST1970943	The consultant was knowledgeable and informative. She did help me to resolve my computer problem quickly and efficiently. Thank you
ST1978228	Thanks very much.
ST1980365	Mathew was very helpful. He provided an excellent service.
ST1980473	YOu can't pay people be genuinely courteous, and this person was. Thanks

ST1983698	It's so great to have someone patient to work with dinosaurs like me when it comes to technology. Thanks!
ST1985300	Carla Fox was outstanding in assisting me with a difficullt problem that I had to take care of for our NIDDK Director. She was exemplary in her ability to come up with a solution for this problem.
ST1985307	The consultant, John, was very knowledgeable and efficient in helping me solve my computer problem. He is an excellent consultant. Thank you.
ST1988386	The techincian contacted in advance letting me know he would be doing my computer set-up. This is my first day at the site and I am good to go. He was informative and very courteous and I ask that you pleae thank him on my behalf.
ST1992392	Excellent!
ST1994663	n/a
ST1996845	Although this worked I can't seem to access any old messages that I saved.
ST2002295	Great job
ST2002567	The technician did an excellent job.
ST2004029	alwasy responsive, knowledgeable, courteous, patient and helpful
ST2010798	Service was very friendly, very effective and efficient. You can't get better than that!!!
ST2012293	I appreciate how quickly my problem was resolved. Thanks for your help!
ST2013607	The consultant was very knowledgeable and efficient in solving my computer and printer problem. He suggested to me the various stepss to attend to my computer/printer problem. Very outstanding consultant. Thank you.
ST2015110	Carla Fox did an excellent job, as she always has with all of my inquiries. She snswered my question and gave me a list of AO's at NCI that I need to work with.
ST2016562	Matthew Stephens - thanks not only for responding on a Sunday but also resolving my editing problem and be so quick to respond!! Excellent service!
ST2017016	great work and excellent support

ST2018463	Your Help Desk is outstanding. I value your excellent staff so much. The NIHITS II training form only said Bldg. 31, room 6, which was not a complete address. The phone number you gave me verfied the correct entire room number.
ST2019487	I have another problem with phone line 301-402-5917. The same issue with Phn # 301-435-5051
ST2019794	Very fast!
ST2021684	:-) Thanks!
ST2024538	The NIH Help Desk consultant was very knowledgeable and efficient in assisting me with my Outlook/e-mail problem. His knowledge of the procedures completely eradicated the problem in my computer/e-mail. Thank you.
ST1898276	Thanks! --Martha
ST1901579	I'm not completely sure the tech understood what was going on. This problem occurred a month or so ago and was supposedly fixed then. It reoccurred this week. I hope it really is resolved this time. Call me if you wish 496-7474
ST1902073	great - on-the phone service!
ST1902603	Ray Danner is a Great level 3 technical support asset to NIH.
ST1906472	I was intially asked to wait for a local service visit. This was unnecessary as indicated by the case log. Local support visits should be reserved for hardware issues and other situations that cannot be resolved over the phone. Keep up the great wo
ST1912801	perfect
ST1913669	CIT employee provided excellent support
ST1914986	Thank you
ST1917765	It turns out that a cluster problem was occurring at the same time I was on the phone with Support. The person weas very helpful. Thanks
ST1921716	This inquiry was on-line therefor question #1 did not apply. The questionaire should have a different version for on-line interaction only.

ST1936012	Excellent help as usual. Thank you.
ST1946500	The support that I receive from CIT has been excellent. I appreciate this service.
ST1954454	Please let Jamie Diaz know how much I appreciate his timely and professional assistance in solving my VPN connection problem. He should be commended for sticking with me during an aggrevating problem that ran him into a Friday evening. I know he didn't
ST1955315	I thought that "David" did a very good and efficient job in getting me set up. I also found him to be very friendly and helpful.
ST1965244	Was on the phone on hold for a while (a couple of muzak songs) to be emailed a form I could have gotten off the web quicker.
ST1976887	Thank you very much!
ST1982907	We need more Mac guru like you! A lot of time the first line help desk staffs assume everybody is using PC, but NO! We have whole lot of scientists that are Mac users!
ST1983333	In my opinion, David Gellner went "above and beyond" to help resolve this issue for me. I appreciate his courteous manner.
ST1984626	Jaime Diaz did a great job identifying the source of the problem. Thanks much!!
ST1986011	CIT staff are always quick and find the most expeditious way of solving the problem. They are always patient and courteous. I appreciate knowing there are "out there" to help us. Thanks. Keep up the good work.
ST1988096	Thank you, I was so afraid I would lose the document changes if I ended the nonresponding task. Technician assured me there was a backup and there was!
ST1990534	I always receive excellent help. Thank you.
ST1991790	I have always received excellent assistance from the Help Desk, and I am very pleased that you're here at "arms reach".
ST1993436	very helpful and courteous and knowledgeable
ST2011745	Darryl (I hope that was his name) was extremely professional, courteous and smart!
ST2021061	Please update instructions in http://kb.cit.nih.gov/ww2_record_cit.asp?id=4055 to relect the correct email address people should send reports to (SPAMreports@mail.nih.gov)

ST2025664	I appreciated very much being able to talk to a real person at the help desk rather than just getting an automatic reply via email. It turns out that this brought the problem to their attention as it was affecting others as well.
ST1889937	Very good service, thanks
ST1891028	Again your office has done n outstanding job. I thank Mr. Nikitkin for his professional skill and couteous help.
ST1895057	Randy is absolutely wonderful. He is my hero. --Shirley Forehand
ST1899911	I have always received excellent service on the occasions that I have contacted CIT. In this instance, it was not only excellent but also exceptional. Many, many thanks!
ST1900312	In the two days that I have been in this office, CIT has provided me with an outstanding service. Thank you.
ST1902463	Excellent response time and customer service. Keep up the good work.
ST1904118	It's great to always receive fast service from the NIH help team!
ST1912026	Excellent Customer Service given. Thanks.
ST1914323	I appreciate the efficient way my IT inquiries are always handled.
ST1914546	Thanks for your prompt response and help last night and this morning.
ST1917039	very nice work
ST1917484	Nicely done Todd. Also, I have been very remiss completing these notices after CIT staff interactions. My experiences are always positive! I'll do better in the future. thanks. J
ST1923086	Thanks very much.
ST1923994	This guy (Dan Gange?) was extremely knowledgeable and efficient. Absolutely a gem. The best computer help possible.
ST1942026	Request was handeled in a very expedious and helpful manner.

ST1942299	This helped to narrow down the problem. It turned out to be a problem with IE settings. I needed to add "disable script debugging (other)" in the advanced settings.
ST1945404	Today when I went into DW the printing worked. I want to thank Jason Sigler for responding so promptly and Oscar for reporting the problem to the Help Desk. Hopefully I won't have any more problems.
ST1948456	The consultant was very helpful.
ST1965057	Your group does a wonderful job with customer service. You should all be commended for your attention to detail and the friendliness of your staff.
ST1967202	The computer apparently had to be reset after the weekend update(s). The coworker turned the desktop printer off and on. Then it printed.
ST1968073	Randy Franchini is very pleasant to work with.... Thanks Randy
ST1980349	The consultant was very patient; thank you!
ST1985632	Unrelated to this request, I wanted to mention that I receive excellent support on M-F, but weekend support is minimal. The people answering the phones on weekend need better training. They also should send surveys like this, but do not. Thanks.
ST1987898	Ray Danner is a Real Pro at NIHTSO!!
ST1989487	Thanks for acting on this matter quickly. It is most appreciated.
ST1990188	Service with a smile and efficiency. Thanks!!
ST1993466	None
ST2002856	John was very courteous and helped me resolve the problem immediately.
ST2003170	just great. thanks so much. quick, courteous.knowledgeable
ST2008817	thank you!!!!
ST2012394	John was very courteous and solved my problem quickly. Thanks!
ST2012702	the matter was very quickly addressed (someone came right away), the resolution was speedy and extremely helpful thank you

ST2015449	thanks
ST2023677	no
ST1890542	I really appreciate Michael's help we was very kind. Unfortunaly I did not ask for his last name. People like him should be working at NIH HELP DESK all the time.
ST1900314	very thoughtful and patient. thanks, g
ST1907199	Mr. Charles Taylor is fantastic. This problem has been going on since the first of December with no resolution. Mr. Taylor corrected the problem after having received it this morning and about 20 minutes of work over the phone with me. Thanks to him an
ST1911541	Great job!
ST1913662	thank you
ST1917490	John was very helpful, friendly and courteous -- a pleasure to work with. Although we could not finalize the sharing of the folder, he informed me what needed to be done. Once I check with my supervisor, I will call the help desk again for further assis
ST1920893	I followed the instructions I received via e-mail (since the phones are dead) and they worked. I'm able to access the forms. Thanks so much. I really appreciate your timely help and especially that it was resolved with the initial response.
ST1926212	Mr. Troy Laskoski was the technician who worked with me. He was excellent and I applaud him on doing in outstanding job. Elaine Sirkis
ST1928231	Thank you Dan for walking me through the process so I wouldn't have to bring it in after I needed it, again.
ST1928729	It would be nice if customer service exchanges greetings before asking for the customer's last name in the beginning of each phonecall. Just a quick hello would be more friendly.
ST1932538	I want to thank Jason Sigler for his willingness to help resolve this issue. He not only sent an email to find out the issue initially he called the traveler and sent a followup email to see if the issue got resolved. Thank you Jason
ST1934444	I got a phone in less than 10 min, was really happily surprised. Thank you, Laurence
ST1935691	Thanks for the help!!
ST1937236	This was an annoying problem to me and everyone was very helpful!! Thank you

ST1937541	Keisha was extremely courteous, helpful and professional. It is always a pleasure to be assisted by computer technicians that are highly knowledgeable and professional! With sincere appreciation...Dianne Gray, Contract Specialist
ST1937619	Thank you, Daniel
ST1941239	We really appreciate Morgan's help. Thank you!
ST1946745	Satisfied for now. Thanks.
ST1948077	I think you're doing a great job, thank you.
ST1948642	The response from the consultant was immediate, courteous, and accurate. Thank you! Perfect.
ST1951652	Nicely done!
ST1954143	thanks for the quick response. Great job!
ST1954246	CIT staff did an excellent job. I am always fortunate to have such competent and pleasant people assist me with questions. Thank you.
ST1955955	I could not believe how fast this request was executed! It was very dark in the area and light was really needed to operate the machinery in use there.
ST1958156	Andy Anderson is a great CIT technician. He was very courteous and I received expert technical help to my problem.
ST1966571	No complaints -- Ray Wilson (NIA) and the CIT tech with whom I spoke over the phone were both very helpful and courteous in dealing with a potentially very embarrassing issue. Thank you!
ST1974578	EXCELLENT customer service and expertise. The technician understood what I was attempting to do even though I could barely explain it. She was patient, thorough and friendly.
ST1974728	Thanks
ST1975718	Thanks for a quick response to my inquiry. It would be nice if our system will have an automatic procedure to notify customer of any response to leave request without getting the attention of the timekeeper. Regardless, I appreciate the information and re
ST1987083	While the problem was related to an outside server issue, and was resolved before need for NIH involvement, I was very satisfied with the quick response via phone call to my home (I was on flexi place) and the professional attitude of the caller. Thank y

ST1991496	The technician was very helpful and knowledgeable. Thank You!
ST1991620	Was very pleased with efforts to fix problem. The IT people kept working on it until they found a solution.
ST1992485	Andrew walked me through the problem step-by-step. Great customer service.
ST1994278	I never dealt with anyone directly since this was a request for a VPN. It might help to give more written and clear directions on what to expect when installing the VPN client. I was installing at home and the Help Desk was closed. I got everything instal
ST2003887	none. thanks for the help.
ST2005462	The representative was very helpful and supportive.
ST2006325	Thanks for your help!
ST2010256	Very pleased with the help that I received. I was talked through on setting up filters and not expected to know how to do this myself.
ST2016980	You guys are great!
ST2021614	Joe Gannon is a real pro. His knowledge is outstanding, and is matched by his interest in the customer.
ST1889240	Thanks.
ST1891813	I will contact the HELP desk for further assistance the next time I am working from home (I didn't have enough time there today to complete the process of getting my VPN up and running. The technician was most helpful.
ST1893457	My key board is rocking so I need a new keyboard as soon as possibile
ST1893720	Technician saw a problem which I'd missed and fixed everything so that we were able to get a hot rush project in FedEx by Friday evening! Thanks so much. Your team is great! Virginia Wills
ST1899713	Mike Dixon was very helpful and patient in trying to figure out my computer problems.
ST1899883	Very excellent help as usual.
ST1904599	Thanks for your help. I really appreciate it.

ST1913119	Got me up and running without any hitches. Thanks!
ST1930092	Everyone is always helpful when I call for assistance. I like the fact we are issued a ticket number for reference it especially helped when my portable phone died and I had to call back, it saved a lot of time, mine and the CIT staff.
ST1932067	Both consultants were extremely courteous and patient and the problem appears to be solved.
ST1940529	Great help!
ST1945471	Thank you
ST1952997	A call was placed using the telephone number given and a ticket was placed immediately to address my concern. I am most appreciative and will see what happens. Thanks! Dr. Kamela Davis 2-10-06
ST1957211	As with every query I have had since communication began with this organization, I have been very pleased with the prompt and pleasent responses.
ST1957680	Thanks to Alex, we were able to solve the problem. We had tried maximizing an earlier emailed version of the form, without success.
ST1963723	I have always received a very quick and courtious responce. GREAT JOB. I do have a suggestion though when we have someone on site and they fill the help desk tickets that we receive a survey for them. We have had several times the ticket wasn't complete
ST1964884	Jason Sigler demonstrated outstanding knowledge, understanding, patience, and persistance in working with me to successfully solve my IT problem.
ST1968509	Very Good!
ST1971702	Patty and Randy are always very efficient and helpful. They always go the extra mile with a smile. Thanks.
ST1977312	He was a very patient person and has a comfortable voice. Thanks a bunch!
ST1984708	The issue was resolved very quickly. Thank you for providing such prompt service.
ST1988157	thanks john
ST1989374	Mr. Woody was extremely helpful and prompt. He did a great job. I really appreciate the help.

ST1993412	helpful, courteous, knowledgeable
ST2000334	No they were excellent!
ST2002712	Great service! Prompt, courteous and solved the problem in no time.
ST2002882	The service rep. helped me with the problem with no pain whatsoever. Thank you.
ST2021069	Thanks for your help! Ginny
ST2024090	I liked that fact that he told me what his process was going to be and that he would call me back. He followed through with that promise and resolved my problem. Thanks,
ST1892076	I am very pleased with the assistance that I receive from the Help Desk!
ST1893919	Couldn't install the Spam ware myself so it was suggested I email again. Original OIT article has incorrect email address.
ST1900736	Very good person. excellent service. Thank you for your helping.
ST1904556	This spoof email (indicating that the mail server was unable to deliver a message - when I did not actually send such a message) is not listed in the FAQs. In fact, nothing is found when searching "spoof" in the FAQs. It might be something to put in the
ST1909015	James was very patient. His knowledge about computers and systems allowed me to resolve my current access problem; educated me as to why I could not access my work network files; and will allow me to talk about technical issues with my supervisor.
ST1912086	Excellent Customer Service given. Thanks.
ST1912423	Resolved within 10 minutes and thank you very much. The request was very much important to my work. Thanks a heap!
ST1914056	I was very pleased with the efficiency of this CIT help desk peson.
ST1914885	Very knowledgeable and patient.
ST1916993	thanks m uch
ST1924506	Alex provided outstanding support. He was patient, walked me through what I had to do and it turned out just fine.

ST1924724	Thanks!
ST1933012	I had to go through several people, but did finally get the right contact number for the repair - Verizon Repairs.
ST1934449	I was actually looking for the NIHMS site in PubMed central. Thanks.
ST1936329	Thank you so very much.
ST1956198	Jason Sigler was very responcive for a non--typical problem. Thank you
ST1957856	None
ST1962681	The consultant was very helpful.
ST1964643	Thanks for being so helpful!
ST1968813	It's always a pleasure to work with Randy Francini
ST1972457	It would be helpful if Blackberry issues could also be handled by the excellent NIH help desk staff; it appears their related issues are Institute- and contract-specific.
ST1972675	Excellent help as always. Thank you.
ST1978289	Very courteous and very responsive and quickly resolved. Thanks!
ST1980628	Thanks for getting back to me as soon as you did. Due to urgency of request, I had another AO put it in for me.
ST1988681	I finally received the message with the reset password. Sorry for the previous message. Thank you very much.
ST1989121	My experiences with The NIH Help Desk staff have been great. Every agent I have spoken with, assisted me in a very professional yet pleasant manner. This staff is very responsive and provides excellent customer service. Thanks for all that you do.
ST1990356	Thanks for all your help and keep up the good work....
ST2006322	Thanks

ST2006625	Thanks Bryan, for empowering me to fish and teach others. I appreciate it.
ST2013860	Good going. Keep it up.
ST2015912	The technician was very courteous and helpful.
ST2016308	She was outstanding!! Thank you for the service.
ST2018125	no additional comments
ST2023224	Excellent service as usual.
ST2024228	I was able to resolve the problem myself, but the person at the other end was very courteous and pleasant. Thank you.
ST2006625	Thanks Bryan, for empowering me to fish and teach others. I appreciate it.